#### FREQUENTLY CALLED MIAMI-DADE TRANSIT PHONE NUMBERS

- Trip Planning & Customer Service (305) 891-3131
- Bike & Ride Program (305) 375-1647
- College/University/Technical & Adult Education School Discount Program (786) 469-5384 or e-mail bclc@miamidade.gov
- K-12 Program (786) 469-5151 or "311"
- Easy Card Questions (786) 469-5151 Monday Friday, 8:00 a.m. to 5:00 p.m.
- Golden Passport/Patriot Passport (786) 469-5028
- · Corporate Discount Program (786) 469-5402
- · Lost & Found (786) 469-5564

#### EASY CARD SALES OUTLETS LOCATED IN THE TOWN OF CUTLER BAY

### Where and how can I obtain a Golden Passport?

Information available online at <a href="http://www.miamidade.gov/transit/golden-passport.asp">http://www.miamidade.gov/transit/golden-passport.asp</a> or you may visit the South Dade Government Center at 10710 SW 211 Street, Cutler Bay, Florida 33189.

**Limited Golden Passport** – The South Dade Government Center also accepts applications and verifies information. All applications will be sent to Miami-Dade Transit for processing and will take approximately ten (10) business days for you to receive your Golden Passport.

You may also visit the Government Center Metrorail Station at 111 NW 1st Street, 2<sup>nd</sup> floor from Monday to Friday, from 8:00 a.m. to 4:30 p.m. For more information or assistance, please call (786) 469-5028 or (786) 469-5151.

**South Dade Government Center** (10710 SW 211 Street Cutler Bay, Florida 33189) - Provides a full-service Ticket Vending Machine (TVM) where customers can reload or purchase EASY Card and tickets. (Accepts cash and credit cards)

- Advance America Cash Advance (Accepts cash and credit cards)
   18651 S Dixie Hwy
   (305) 235-2276
- Amscot

   (Accepts cash and credit cards)
   19355 S. Dixie Highway
   Cutler Bay, FL 33157
   (305)506-0579
- Advance America Cash Advance (Accepts cash and credit cards)
   19750 S Dixie Hwy
   (305) 254-1910



The EASY Card also is sold online at <a href="http://easycard.miamidade.gov">http://easycard.miamidade.gov</a>. EASY Cards and EASY Tickets are sold at every Metrorail station, and sales outlets throughout Miami-Dade County and/or you may contact (786)469-5151 or via email to <a href="easycard@miamidade.gov">easycard@miamidade.gov</a>. Customer service agents are available Monday - Friday, from 8:00 a.m. to 5:00 p.m. and are closed on weekends and County-observed holidays. We encourage you to contact the Sales Outlet before you visit to ensure availability. For a complete list of sale locations, please visit: <a href="http://www.miamidade.gov/transit/easy-card-sales-outlets.asp#5">http://www.miamidade.gov/transit/easy-card-sales-outlets.asp#5</a>. Please contact sales outlets for business hours. *Note*: Sales outlets are subject to change without notice.



10720 Caribbean Boulevard, Suite 105 Cutler Bay, FL 33189 305-234-4262 www.cutlerbay-fl.gov





# CUTLER BAY LOCAL

# FREQUENTLY ASKED QUESTIONS

## What days of the week is the Cutler Bay Local in operation?

Monday thru Friday. The first trip starts at 8:35 a.m. and the last trip starts at 4:50 p.m.

On the following six (6) observed holidays, the Cutler Bay Local will not be in operation on Sundays:

New Year's Day
 Labor Day
 Memorial Day
 Independence Day
 Christmas Day

The schedule and map for the Cutler Bay Local are available online at <a href="http://www.miamidade.gov/transit/routes\_detail.asp?route=200">http://www.miamidade.gov/transit/routes\_detail.asp?route=200</a> or www.cutlerbayfl.gov

#### **∨** Where does the bus route start and where does it end?

The bus route starts and ends on SW 112 Ave and SW 211 Street. Trips depart on the hour. Please arrive approximately 5 to 10 minutes before the scheduled departure.

How long does it take the Cutler Bay Local to complete its route? Approximately 45 minutes.

#### **∨** At what times does the Cutler Bay Local visit each stop along the route?

The schedule and map for the Cutler Bay Local are available online at: http://www.miamidade.gov/transit/routes\_detail.asp?route=200 or www.cutlerbay-fl.gov Please contact Miami-Dade Trip Planning & Customer Service at (305) 891-3131 or call 311.

#### ✓ Where can I see the route for the bus with its specific stops?

The schedule and map for the Cutler Bay Local are available online at <a href="http://www.miamidade.gov/transit/routes\_detail.asp?route=200">http://www.miamidade.gov/transit/routes\_detail.asp?route=200</a> or <a href="www.cutlerbayfl.gov">www.cutlerbayfl.gov</a>
The Town's circulator bus will stop at all existing bus stops, benches and shelters along it's route, which are clearly identified with the Town's logo. For more information please contact Miami-Dade Trip Planning & Customer Service at (305) 891-3131 or call "311".

# Where can I find information for trip planning using this route?

You may visit the Miami-Dade Transit Trip Planner website at <a href="http://www.miamidade.gov/transit/trip\_planner.asp">http://www.miamidade.gov/transit/trip\_planner.asp</a> or Google Trip Planner at <a href="http://www.google.com/intl/en/landing/transit/#mdy">http://www.google.com/intl/en/landing/transit/#mdy</a>.

#### **∨** Where is the nearest bus stop to my address?

Please contact Miami-Dade Trip Planning & Customer Service at (305) 891-3131 or call "311". Assistance is available in English, Español, and Kreyòl from Monday through Friday (7:00 a.m. and 8:00 p.m.). Customer Service representatives are also available Saturdays from 8:00 a.m. to 5:00 p.m.

What options are available to me if I cannot walk to/from my home, from/to the bus stop? Please call Special Transportation Service (STS) for enrollment and information at: (786) 469-5000 or for reservations, please call (305) 264-9000.



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